

LAD #05S-30 State Use of Cellular Devices
Management Action Plan
Final Report – July 25, 2006

Montana Department of Administration
Information Technology Services Division
1 of 2

Audit Report & Rec #	Recommendation	Division Stance	MAP – Management Action Plan	Person responsible for MAP	Target Date	Review Findings/Date
LAD # 05S-30 Rec #1	<p>We recommend the Department of Administration establish a comprehensive cellular device policy that includes:</p> <ul style="list-style-type: none"> A. Assignment criteria and justification B. Statement Review C. Security D. Reimbursement for personal use 	Concur	<p>1. <u>Establish Comprehensive Policy:</u> The department will establish a comprehensive cellular device policy that provides guidelines for all recommended subject areas and sets the minimum standards for the deployment and acceptable use of cellular devices within State government. Agencies who desire more restrictive standards can adopt a supplemental department-specific policy.</p>	Dick Clark	<p>Policy Drafted. Currently in review and approval process.</p> <p>Target adoption date April 15, 2006.</p> <p>Final policy issued July 21, 2006.</p>	<p>The department has drafted a comprehensive cellular device policy that provides guidelines for all recommended subject areas and sets the minimum standards for the deployment and acceptable use of cellular devices within State government. The draft policy had not yet been reviewed by or shared with any agencies.</p>
LAD # 05S-30 Rec #2	<p>We recommend the Department of Administration work with State agency personnel to recover monetary losses for the amounts overcharged due to misbilling of federal excise tax and in-state roaming.</p>	Concur	<p>1. <u>Recover Monetary Losses:</u> The department will work with the State agencies involved and the cell phone companies to insure that appropriate credits are made to the accounts that were overcharged due to the misbilling of in-state roaming charges.</p> <p>2. <u>Correct Misbilling of Federal Excise Tax:</u> The department will work with the particular cell phone company involved to insure that the billing system problem that caused the problem is corrected.</p>	<p>Dick Clark</p> <p>Dick Clark</p>	<p>Completed February 1, 2006</p> <p>Completed February 1, 2006</p>	<p>Credits have been issued to accounts identified in the audit process where in-state roaming charges were inappropriately billed.</p> <p>The department has worked with the particular cell phone company involved to insure that the billing system problem that caused the misbilling of Federal Excise Tax is corrected. The cell phone company has assured us that they have checks and balances in place to insure</p>

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2 of 2

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			<p>3. <u>Send Advisory Letter to Agencies:</u></p> <ul style="list-style-type: none"> - Letter to advise that corrections have been made and credits issued. - Request agencies to monitor future invoices 	Dick Clark	Completed February 28, 2006.	<p>that it does not happen in the future.</p> <p>Credits, in the amount of \$8,975 have been issued by the cell phone company to the accounts inappropriately billed the Federal Excise tax</p> <p>Advisory letter sent to agencies.</p>